

1/11

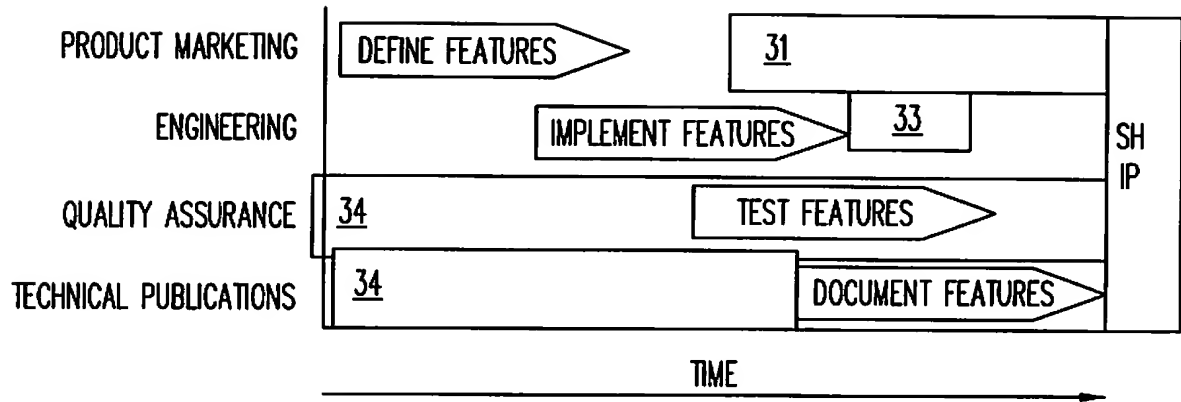


FIG. 1
(Prior Art)

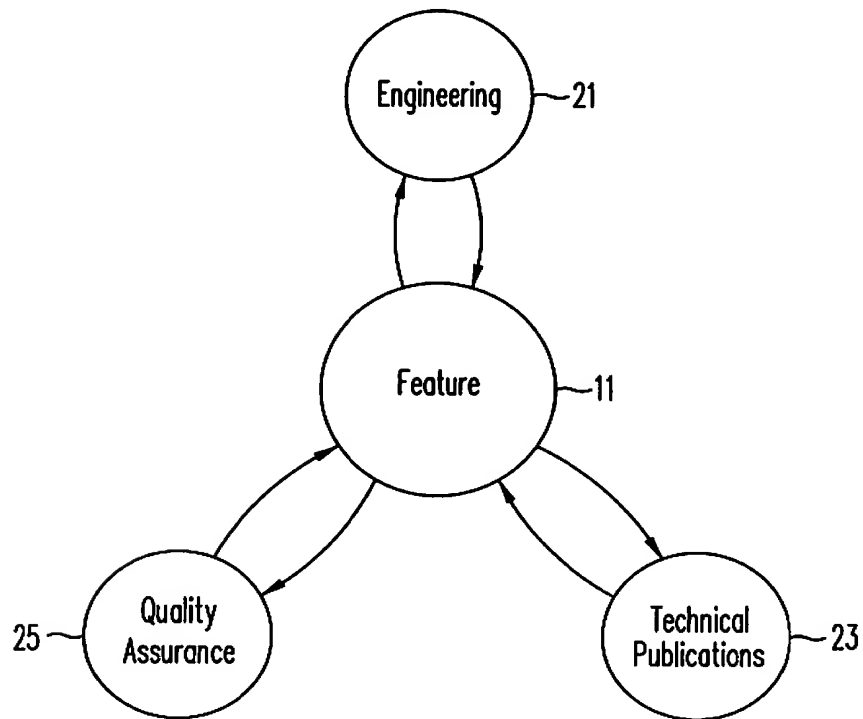


FIG. 2

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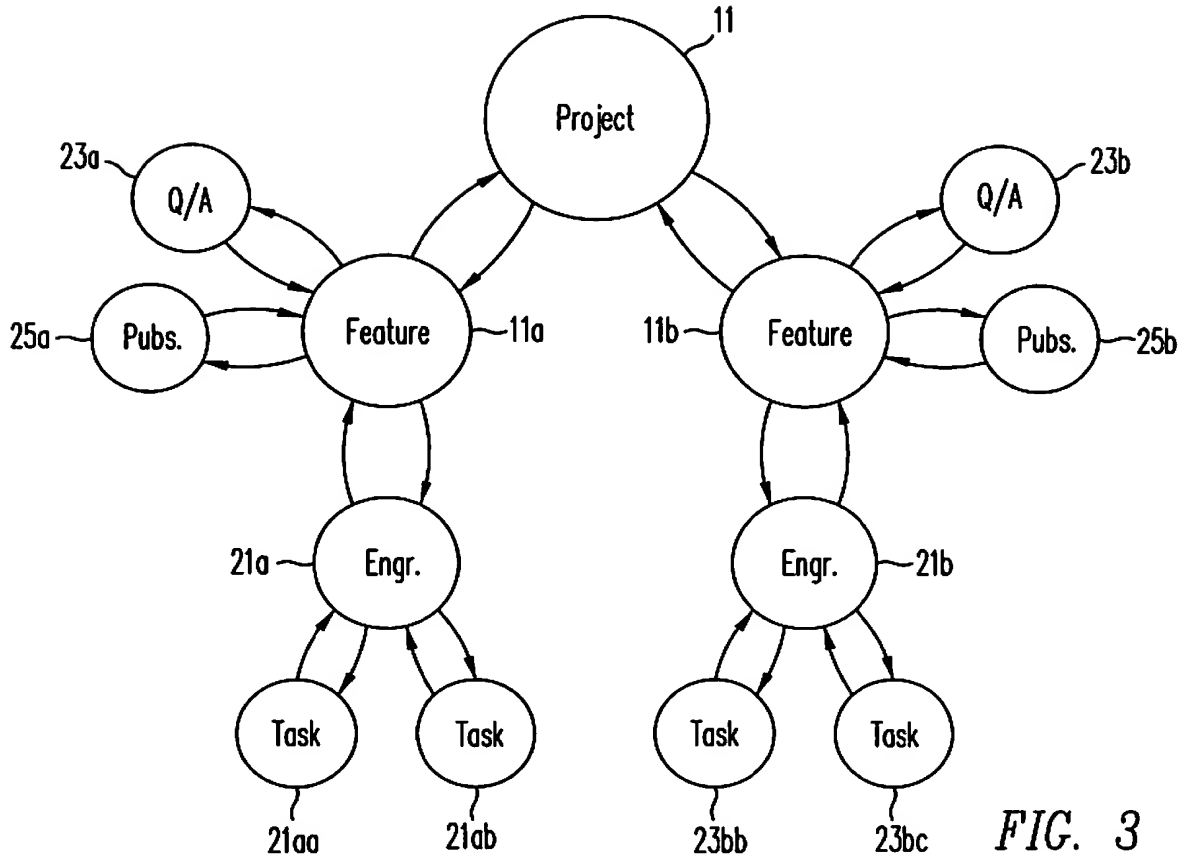


FIG. 3

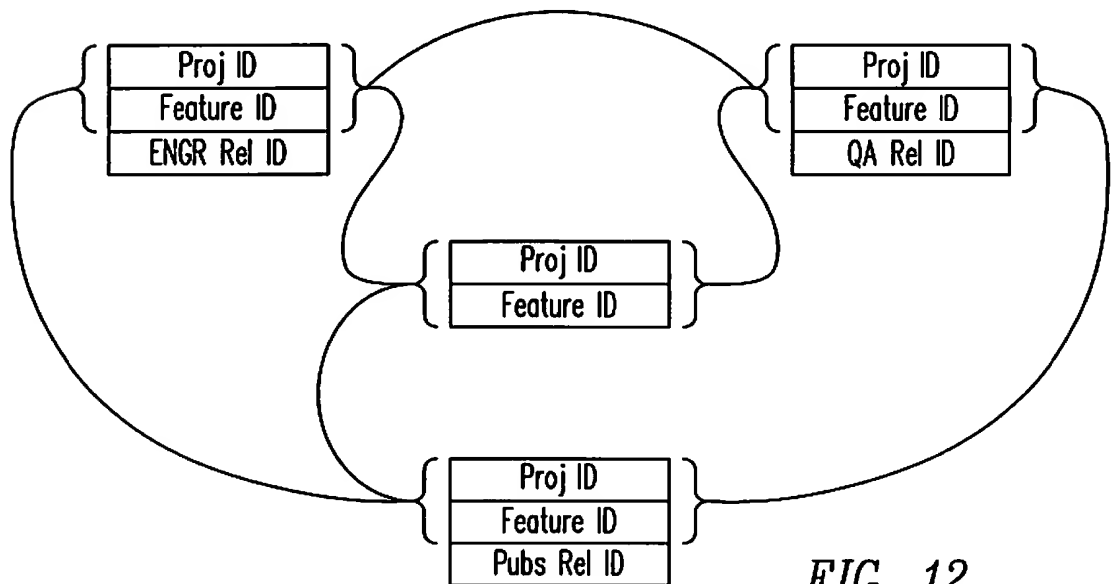


FIG. 12

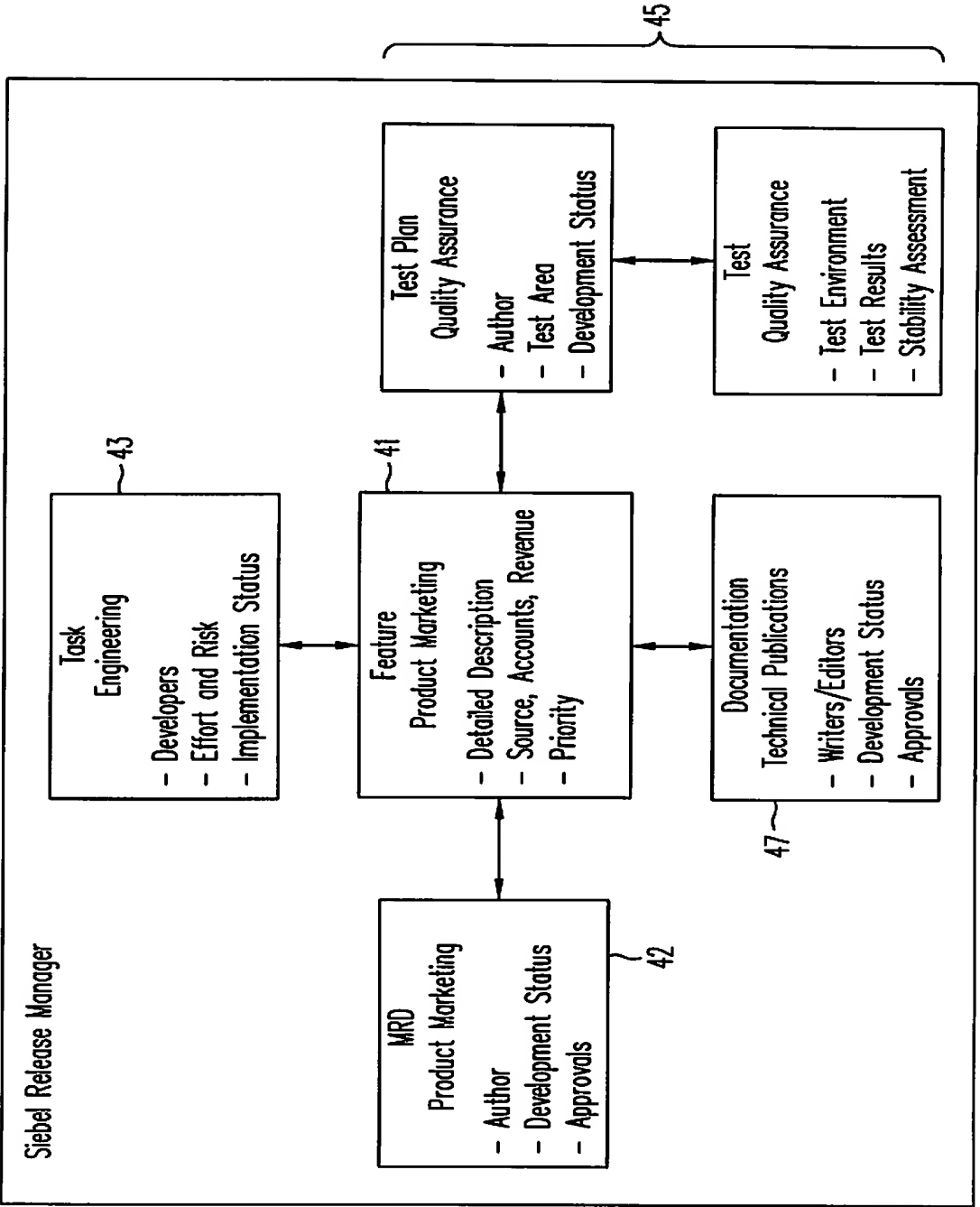


FIG. 4

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Siebel Sales Enterprise - MRD

File Edit View Screen Go Query Reports Help

History <=> Threads MRD

Activities Calendar Quotes Forecasts Compensation Products Literature Time Sheets Expense Reports Training SmartScripts D&B Partners Features <

MRD

MRD

Activities Attachments Engineer Task QA Test Plan QA Test Tech Doc

MRD # Title Status Assoc. Parties PM Group

> 1-1WBL Call Me Now Final THICKS... PM-SSV...
1-1WBP Core Enhancements Draft ASUKUKA... PM-Core...
1-1WBH Quotes Draft MCRONIN... ENGR-SSE...

New Delete Copy Cancel 77 57

MRD # 1-1WBL Rel. Feature Call me now
Status Final 62 Assoc. Parties THICKS
Release Siebel 2000 Release PM Group PM-SSV 61
Title Call me now
Description 55

Comment Summary
Attachments

< Company meeting at 7:00pm Data network outage currently affecting all dial-in users 401k enrollment forms due today 4 of 4

Item 1 of 3

FIG. 6

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Siebel Sales Enterprise - Engineer Task

File Edit View Screen Go Query Reports Help

History

Activities Calendar Quotes Forecasts Compensation Products Literature Time Sheets Expense Reports Training SmartScripts D&B Partners Features

Engineer Task

Engineer Tasks

Task #	Title	Status	Priority	Assoc. Parties
1-1W2P	CTI enhancements to support Call I	In Progress		JABULAY...
1-1W3B	Expand object properties	In Progress		KSTROBEL...
1-1W3J	"Call Me Now" button	Unit Test		JNU...
1-1W3B	Maximum discount column	Not Started		JAKUBIK...
1-1W39	Add "Max Discount" control to Admin	Completed		KERODERS...
1-1W3A	Set restrictions for quote control	In Progress		JNU...
1-1W35	Task 1			

New Delete Copy Cancel

Task Description

Task # 1-1W33

Release Siebel 2000 Release

Parent

Priority 87

Title "Call Me Now" button

Description Add "Call Me Now" button to eService Service Request Template

Assoc. Parties JNU

Eng Group ENGR-SSE

Rel. Feature Call me now

Effort Low 89

Risk Low 93

79

Task Status

Status Unit Test 97

Design Rev 11/4/99

Code Rev 11/16/99

Comment 99

Summary 103

101

Comp % 95

Target Date 12/2/99

103

Comments

Attachments

Company meeting at 7:00pm

Data network outage currently affecting all did-in users

401k enrollment

4 of 4

Item 3 of 7

FIG. 7

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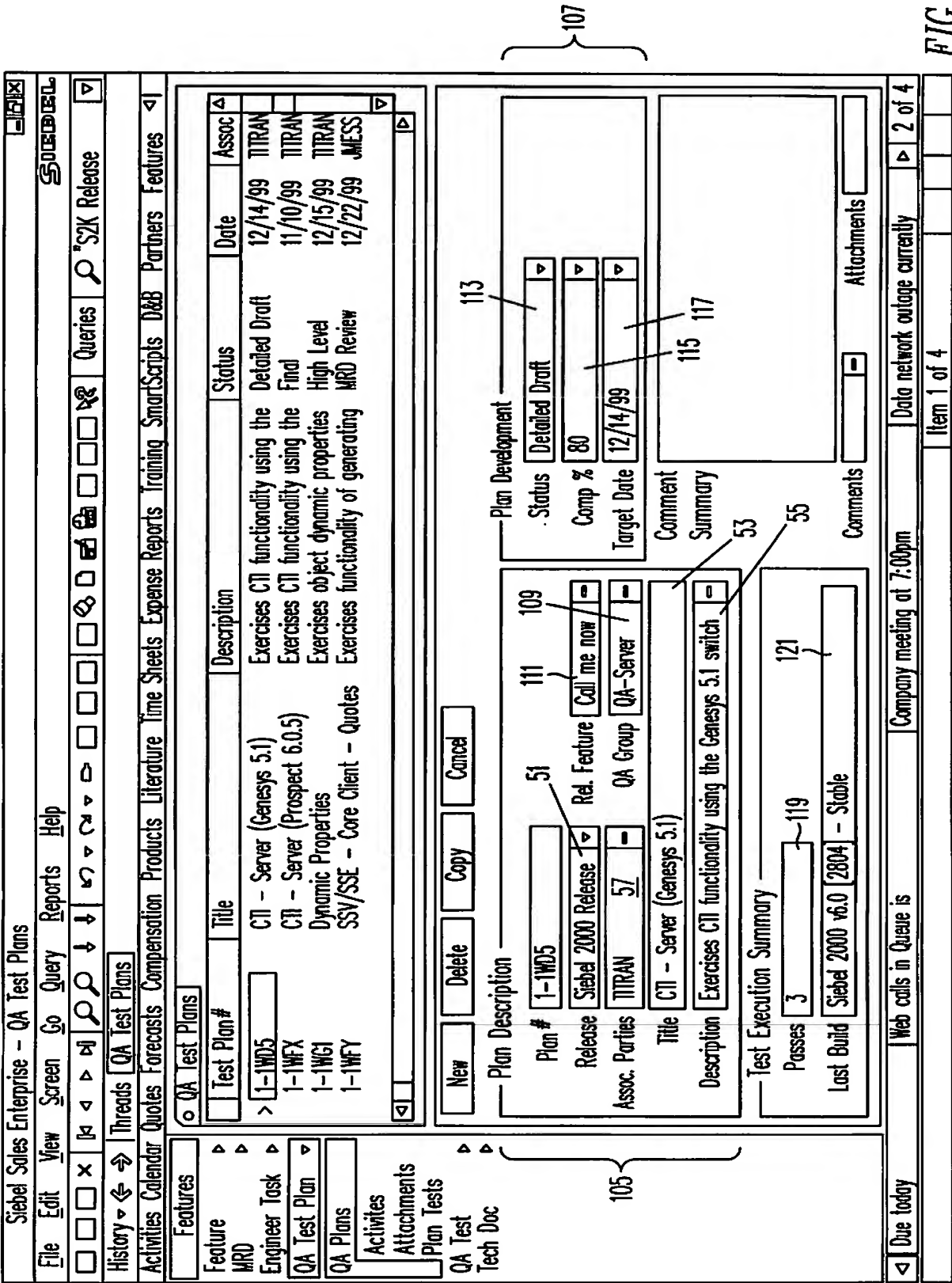


FIG. 8

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Siebel Sales Enterprise - QA Test:

FileEditViewScreenGoQueryReportsHelp

HistoryThreadsQA Test

ActivitiesCalendarQuotesForecastsCompensationProductsLiteratureTime SheetsExpense ReportsTrainingSmartScriptsD&BPartnersFeatures

Features

FeatureMRDEngineer TaskQA Test PlanQA Test

Test Details

Test DefectsTech Doc

Test #Test DriveStatusTester ManagerTest PlanBuildDatabaseServer OS

1-1WIX11/9/99FinalSPASS...CTI - Server (Genesys 5.1)Siebel 2000 v6.0 (2803)OracleWindows NT 4.0

> 1-1WY11/17/99StableTITRAN...CTI - Server (Genesys 5.1)Siebel 2000 v6.0 (2804)OracleWindows NT 4.0

1-1WZ12/22/99StableSPASS...CTI - Server (Genesys 5.1)Siebel 2000 v6.0 (2804)OracleSolaris UNIX

NewDeleteCopyCancel

Test Description

Test #1-1WYTesterTITRAN

Date11/17/99ReleaseSiebel 2000 Release

Test PlanCTI - Server (Genesys)BuildSiebel 2000 v6.0 (280)

Test Environment

Web Srv. OSWindows NT 4.0

Client OSWindow NT

Server OSWindows NT 4.0

DatabaseOracle

Client TypeDedicated

Tests Execution Status

TypeQuickCover %90

StatusStablePass %90

CommentSummary

CommentsAttachments

<Company meeting at 7:00pmData network outage currently affecting all dial-in users401k enrollment forms due todayWeb calls in Queue is Company

Item 2 of 3

1 of 4

FIG. 9

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Siebel Sales Enterprise - Tech Documents

File Edit View Screen Go Query Reports Help

History

Activities Calendar Quotes Forecasts Compensation Products Literature Time Sheets Expense Reports Training SmartScripts D&B Partners Features

Threads Tech Doc

Features

Feature MRD Engineer Task QA Test Plan QA Test

Tech Doc

Tech Documents

Activities Attachments

Doc #	Title	Status	Priority	Est Pages
> 1-1WGR	CTI Guide	First Draft		100
1-1WGU	Siebel Applications Guide	First Draft		150
1-1WIS	Siebel Tools Reference Guide	First Draft		200

New Delete Copy Cancel

Document Description

Doc # 1-1WGR

Release Siebel 2000 Release

Version 5.1

Title CTI Guide

Description Guide to CTI functionality, including the installation and configuration of supported CTI middleware.

Document Development

Status First Draft

Comp % 30

Target Date 12/15/99

Rel. Features

Call me now

Assoc. Parties

Comments

Attachments

51

Est Pages 100

New % 20

163

53

161

166

168

169

164

57

< Data network outage currently affecting all dial-in users

401k enrollment forms due today

Web calls in Queue is Company meeting at 7:00pm

1 of 4

Item 1 of 3

FIG. 10

PROJECT			
PROJECT ID#	OWNER ID	PRODUCT NAME	PROJECT DESCRIPTION
FEATURE			
PROJECT ID#	FEATURE ID#	TITLE	TEAM LEADER
FEATURE SOURCE	ACCOUNT	REVENUE ESTIMATE	PRIORITY
			STATUS
			LINKS TO OTHER FEATURES
ENGINEERING			
PROJECT ID#	FEATURE ID#	ENGINEERING REL #	TITLE
ENGINEERING GROUP	PARENT	PRIORITY	LEVEL OF EFFORT
STATUS	DESIGN REVIEW	CODE REVIEW	COMPLETION %
			TARGET COMPLETION DATE
QUALITY ASSURANCE			
PROJECT ID#	FEATURE ID#	QA RELEASE #	TITLE
RELATED FEATURES	STATUS	COMPLETION %	TARGET COMPLETION DATE
		PASSES	LAST BUILD
			QUALITY ASSURANCE GROUP

FIG. 11A

QUALITY ASSURANCE (INDIVIDUAL TEST)

PROJECT ID #	FEATURE ID #	QA RELEASE #	TEST #	DATE	TESTER	TEST PLAN	CLIENT OS
SERVER OS	WEB SERVER	DATABASE	CLIENT TYPE	TEST TYPE	STATUS	COVER %	PASS %

TECHNICAL PUBLICATIONS

PROJECT ID #	FEATURE ID #	PUB REL #	TITLE	DESCRIPTION	DOCUMENT VERSION #	ESTIMATED PAGES
NEW %	PROJECT TEAM	RELATED FEATURES	STATUS	COMPLETION %	TARGET DATE	

ENTERPRISE SPECIFIC

PROJECT ID #	FEATURE ID #	MATTER ID #	NON-INFRINGEMENT	NEW APPLICATION	LETTER TO CLIENT
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FIG. 11B

FIG. 11A
FIG. 11B

KEY TO
FIG. 11